

Fletcher Parks and Recreation

Refund Policy

For all programs, activities, camps and rentals, a 100% refund will be issued, if the program, activity, camp, or rental, is cancelled by the Parks and Recreation Department.

Programs and Activities:

No refunds will be granted for programs or activities cancelled by the participant. A credit for future parks and recreation activities will be granted, upon written request, to the parks and recreation director. Department credit will be valid for 6 months from date of issuance.

Summer Day Camp:

Camp fees are refundable under the following conditions:

- 15+ days advance notice of the week signed up: 75% refund
- 14-7 days advance notice on the week signed up: 50% refund
- 6-0 days advance notice of the week signed up: 0% refund

Percentages do not include the \$25 registration fee, which is non-refundable. No refund will be provided if participant is excused from camp due to behavior. All refund requests must be made in writing to the Recreation Program Supervisor.

Refunds for Shelter and Field Reservations:

Shelter and field reservations are non-refundable. Every effort will be made to schedule an alternate date, should a cancellation be necessary. Alternate dates may or may not be available to the park user depending upon other reservations that have been confirmed. In case of inclement weather, the park user has 2 working days to call and schedule an alternate date.

Hardship Refunds:

Hardship refunds may be available due to illness, injury or other special circumstances. All requests for a hardship refund need to be requested in writing, and will be granted on a case-by-case basis by the Parks and Recreation Director. Documentation (i.e. doctor's note) may be required.

Payments:

The Town of Fletcher Parks and Recreation Department accepts cash, check, money orders and credit cards payments. Visa, MasterCard, and Discover is accepted.



Refunds:

If a refund is granted, refunds will be returned as follows: For payments made by credit card, the payment will be refunded to the card used at purchase. For payments made by cash, check, or money order, the payment will be refunded by check. Please allow 14 days for a refund to be processed.